Workload Management Process: Tracking and Completion of Work (Technical Staff)

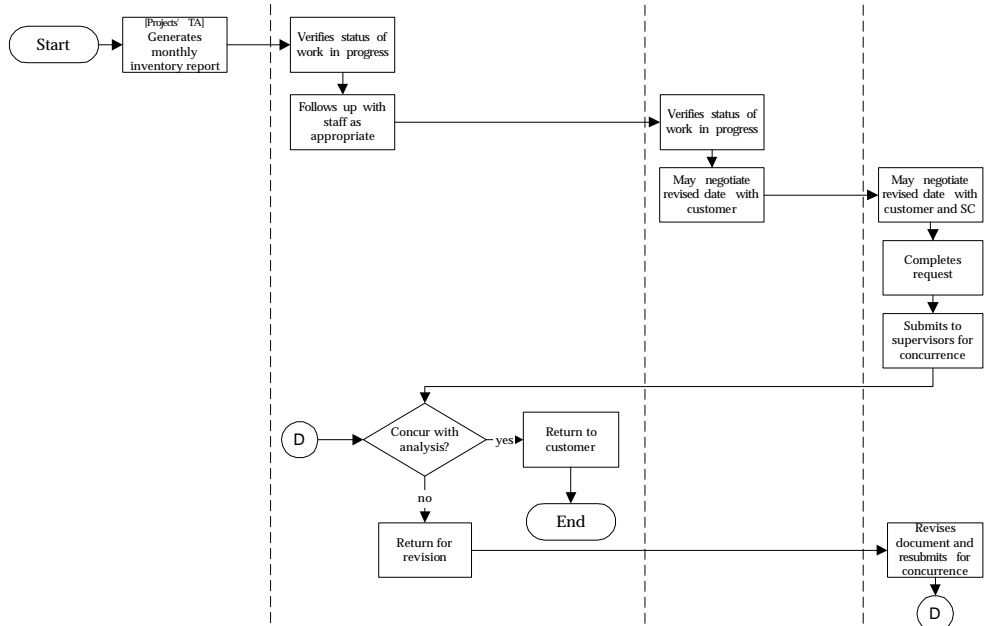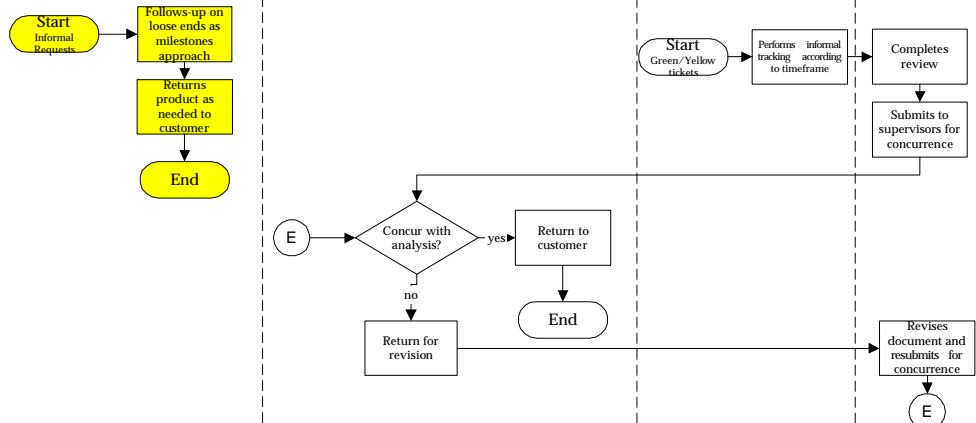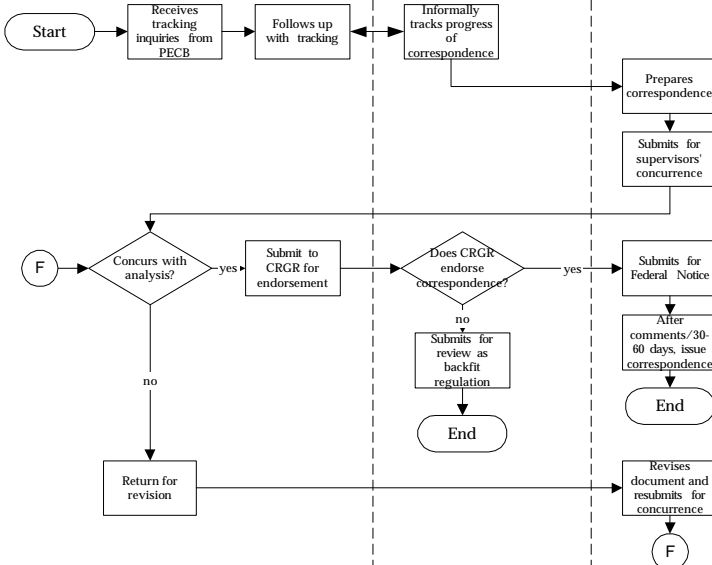| Technical Assistant	Branch Chief	Section Chief	Technical Reviewer

Customer: Licensee/Projects
Regions
Inputs: Work Request
Outputs: Licensing Actions
Licensing Activities
Topical Reports
TIAs
MPAs
34% of Workload

Start

[Projects' TA] Generates monthly inventory report

Verifies status of work in progress

Follows up with staff as appropriate

Verifies status of work in progress

May negotiate revised date with customer

May negotiate revised date with customer and SC

Completes request

Submits to supervisors for concurrence

D → Concur with analysis? — yes → Return to customer → End

no → Return for revision → Revises document and resubmits for concurrence → D

Customer: Stakeholders
Leadership
Inputs: Green/Yellow Tickets
Informal Requests
Outputs: Briefings
Tasking Memos
Tracking Reports
External Requests
-OMB Requests
-Congressional Requests

15-20% of Workload

Start Informal Requests

Follows-up on loose ends as milestones approach

Returns product as needed to customer

End

Start Green/Yellow tickets

Performs informal tracking according to timeframe

Completes review

Submits to supervisors for concurrence

E → Concur with analysis? — yes → Return to customer → End

no → Return for revision → Revises document and resubmits for concurrence → E

Customer: Public/Licensee
NRC
Inputs: LER
Generic Issues
Outputs: Generic Letters
Generic Bulletins
Information Noticing

20% of Workload

Start

Receives tracking inquiries from PECB

Follows up with tracking

Informally tracks progress of correspondence

Prepares correspondence

Submits for supervisors' concurrence

F → Concurs with analysis? — yes → Submit to CRGR for endorsement → Does CRGR endorse correspondence? — yes → Submits for Federal Notice → After comments/30-60 days, issue correspondence → End

no → Submits for review as backfit regulation → End

no → Return for revision → Revises document and resubmits for concurrence → F

Customer: Licensee
Public
Former Employees
Current Employees
NRC
Inputs: Requests from the OAC
Outputs: Rulemaking
Generic Correspondence
Inspection Report
Controlled Correspondence
4% of Workload

Start

Receives informal tracking inquiries from OAC (every 2-3 months)

Prepares Closure letter

Submits for Concurrence (see above processes)

Submits for Concurrence (see above processes)

Submits to OAC for QA and issuance

End